

### ISSUES AFFECTING THE HOSPITALITY SECTOR

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#### Public and Employers' Liability

The most common cause of accidents in pubs, restaurants and hotels are slips and trips. To minimise the possibility of claims, it is recommended that a review of your health and safety policy and that risk assessment be carried out to review overall lighting, the condition of staircases (especially those leading to cellars or basements) and the appropriateness of floor finishes. Procedures and training should be agreed and carried out to deal with spillages and the siting of warning signs when cleaning or maintenance is being undertaken.

It is also recommended that written safety rules and training should exist to cover lifting techniques for staff involved in shifting heavy objects such as beer kegs and items of furniture.

#### Kitchen Safety

The kitchen accounts for almost a quarter of all injuries to employees in the hospitality sector. It is vital that risk assessments, training and frequent workplace inspections are carried out to ensure staff safety. As a minimum, rules relating to the location, filling and thermostat operation of deep fat fryers should be detailed; the use of food processing machinery restricted to trained persons and walk in fridges/freezers to be fitted with handles on both sides of the door. All food premises must be registered with the Environmental Health Department and staff properly trained in food hygiene.

#### Hazardous Substances

The types of hazardous substances found in the leisure industry include strong cleaning / disinfecting agents and chemicals used in pool water treatment. The HSE would expect a Control of Substances Hazardous to Health (COSHH) risk assessment to be carried out, identifying the risks and corresponding actions to control them.

#### Swimming Pools and Leisure Facilities

Risk Assessments and frequent inspections should be carried out to ensure floor areas are kept free from trip hazards, that glass and crockery are banned from poolside areas and suitable rescue equipment and supervision is provided. A COSHH assessment must be carried out for the chemicals used and clear procedures detailed for handling, usage and storage.

#### Violence

Violence, especially alcohol induced, accounts for 10% of bar staff injuries. It is important that owners/operators/managers in the hospitality industry analyse the risks they face to minimise the chance of violence. Clear procedures and staff training so they know what to do in the event of an incident are crucial.

#### How Rowlands & Hames can assist you

In addition to our role as providers of insurance to the hospitality sector, we also have partnerships with a number of third party risk management service providers able to assist with all the above recommendations. Please contact your usual Account Director for further information.

*The information provided should be taken as general guidance only.*

**Please contact Rowlands & Hames for further information.**

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